

Health Insurance Counseling and Advocacy (HICAP) Performance Measures & Benchmark Report

Program: PSA 14 - Valley Caregiver Resource Center

From: 07/01/2011 To: 06/30/2012

| Performance Measures (PM) and Benchmarks | | | | | | | | | |
|--|----------------------|----------------------------|--------------|-------------------------------------|---|--|---------------------------------------|---|---------|
| | PM 1.1 | PM 1.2 | PM 2.1 | PM 2.2 | PM 2.3 | PM 2.4 | PM 2.5 | PM 2.6 | PM 2.7 |
| | Clients Counseled | Public and Media Events | All Contacts | Persons Reached at PAM Events | Contacts w/ Medicare Beneficiaries Due to Disability | Contacts w/ Low Income Beneficiaries | Enrollment/ Assistance Contacts | Part D Enrollment/ Assistance Contacts | FTE |
| Current Results | 1,488 | 134 | 10,006 | 97,689 | 2,729 | 6,683 | 5,233 | 4,806 | 13.94 |
| CDA Established Benchmark | 2,059 | 214 | 10,790 | 13,208 | 595 | 993 | 4,229 | 1,122 | 1.44 |
| Needed to Reach Benchmark | 571 | 80 | 784 | -84,481 | -2,134 | -5,690 | -1,004 | -3,684 | -12.50 |
| % Above or Below Benchmark | 27.73 | 37.38 | 7.27 | -639.62 | -358.66 | -573.01 | -23.74 | -328.34 | -868.06 |
| Results for Same Time Last Year | 1,841 | 206 | 9,626 | 7,575 | 2,591 | 5,439 | 5,772 | 4,460 | 14.60 |
| | | | | | | | | | |
| Center for Medicare Medicaid Services (CMS) Attainment Targets per 1K for Your Slice | | | | | | | | | |
| Current Attainment | | | 77.6 | 757.9 | 134.8 | 103.9 | 40.6 | 37.3 | |
| CMS Mimimum Attainment | | | 37.1 | 35.6 | 41.5 | 46.8 | 25.5 | 14.2 | |
| CMS Exemplary Attainment | | | 76.1 | 201.0 | 96.1 | 130.2 | 53.0 | 39.9 | |